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CHILD WELFARE IN PROGRESS

CHILD WELFARE ORIENTATION
SUPERVISOR'S GUIDE

Alberta
SOCIAL SERVICES

DDN 8709308



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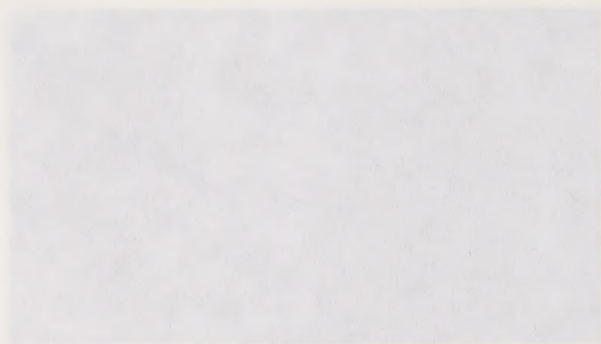
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Child Welfare In Progress
June, 1987

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On the Welfare of Progress
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This manual is designed to assist you in orienting child welfare staff. It should reduce the amount of work required in planning for worker orientation, assist you in using the Child Welfare Orientation materials and provide information that might otherwise have to be explained verbally.

By reducing the time required in preparing for the orientation and in preparing material, you will have more opportunity to focus on the needs of workers as they go through the orientation process. This ultimately results in more effective use of your time, and a better quality orientation for new workers.

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1. INTRODUCTION

This manual is a supervisor's guide for orienting new child welfare workers. It outlines the areas to be included in the orientation and allows you to use the Child Welfare Orientation to its best advantage.

Often the commencement of new workers occurs during a busy period for you. Not only do you plan for the new worker's orientation, but must continue with your regular workload and, at the same time, manage the pressures created as a result of a vacant positions.

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II. ORIENTATION PROCESS

The chart on the next page is an overview of the orientation process that the Department recommends for new child welfare workers. The orientation should take approximately six weeks to complete, however this may vary depending upon the new worker's experience and knowledge of the Alberta child welfare system.

A more detailed description of the orientation and a copy of the Orientation Checklist follows. Although it is important to cover all of the areas identified in the checklist you may wish to vary the order of activities to accommodate the needs of the specific position and the work environment.

We have attempted to make the checklist and orientation process broad enough to include the different roles that personnel play within the child welfare system. However, in some instances you may wish to incorporate additional items and activities. Please make whatever additions you believe to be necessary.

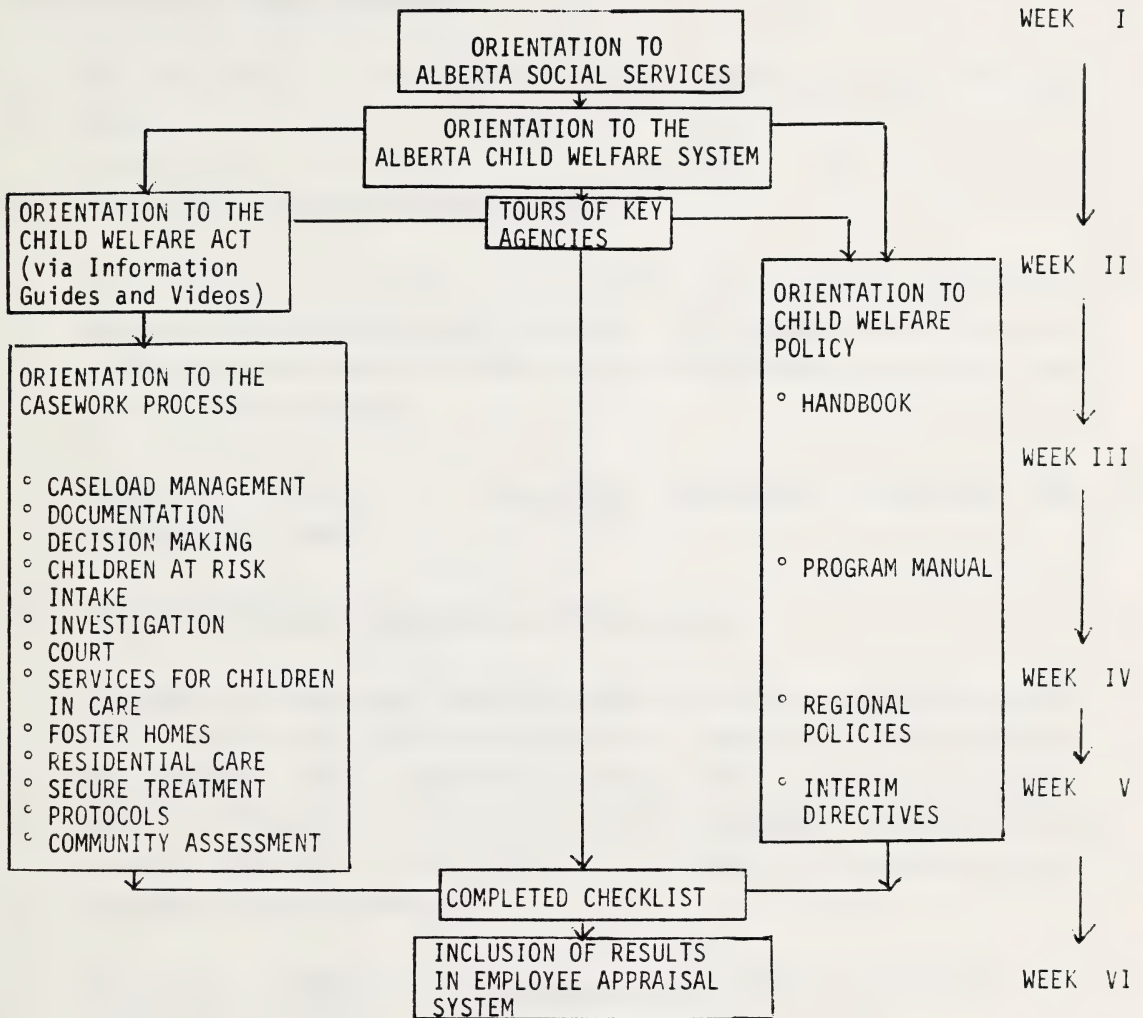
11. ORIENTATION PROCESS

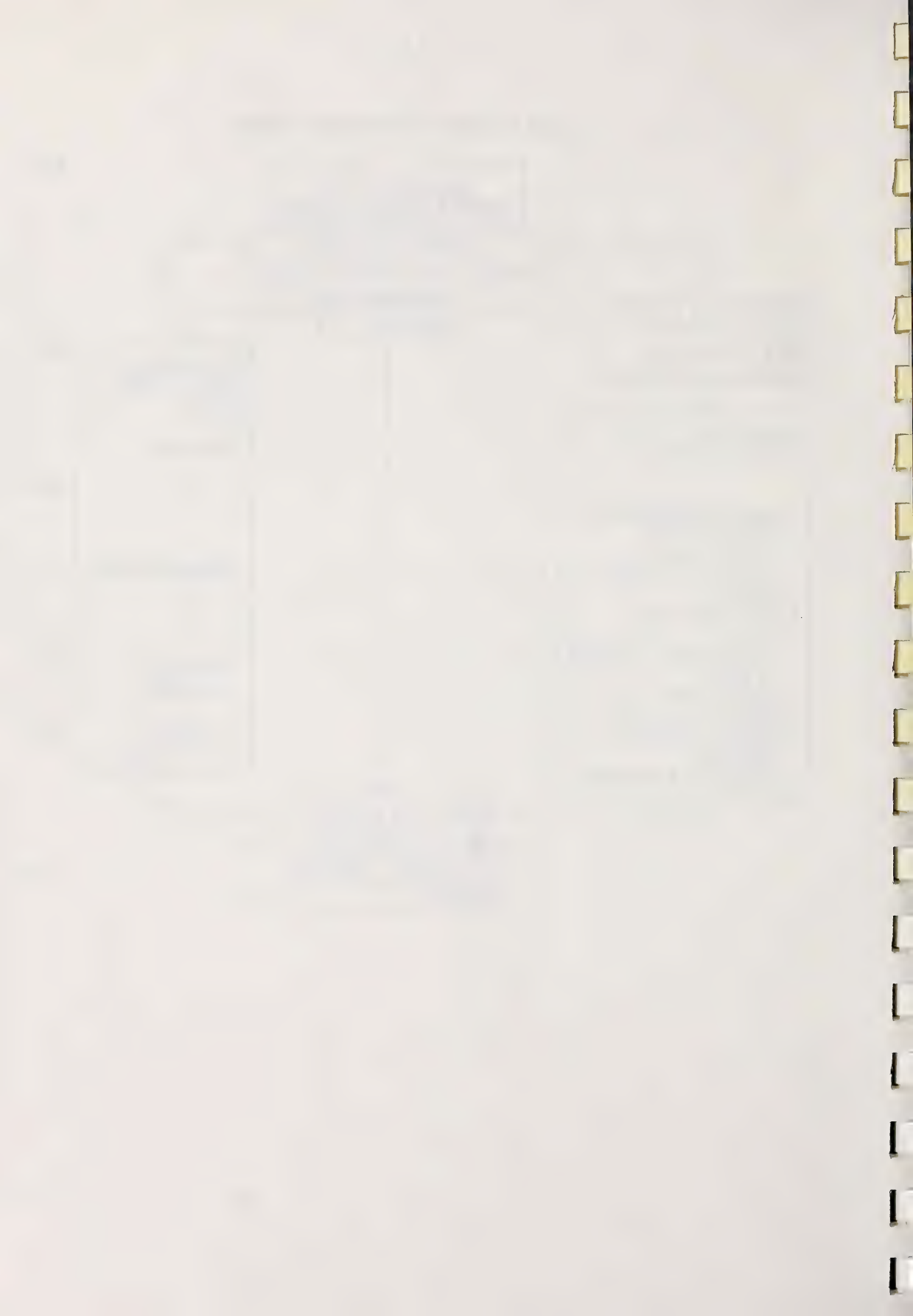
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CHILD WELFARE ORIENTATION PROCESS





Description of Orientation Chart

The following is a description of each component of the orientation chart:

A. Orientation To Alberta Social Services

This section of the chart is the standard orientation presented to all personnel within Alberta Social Services. It includes a general overview of the Department, and an orientation to the information and process that affect all new employees.

Starts: Week I Materials: Departmental Orientation Kit
Completed in: Week I

B. Orientation To The Alberta Child Welfare System

This section of the chart marks the beginning of the orientation specific to the role of the child welfare worker. Included are areas such as: the corporate office personnel responsible for child welfare policy, regional and district office child welfare systems, and child welfare resource personnel. This document is included in the Alberta Social Services Orientation Manual.

Starts: Week I Materials: Child Welfare Orientation
Completed in: Week II

C. Orientation To The Child Welfare Act

The Alberta Child Welfare Act provides Alberta Social Services with the legal mandate to assume child protection responsibilities. This part of the orientation focuses on teaching new workers the statutory mandate upon which their authority and role is based. The orientation is conducted through four videos and six informational guides on the Child Welfare Act. A seventh informational guide also addresses the child



welfare worker's role with respect to children with dual Child Welfare/Young Offender status.

<u>Starts:</u>	Week I	<u>Materials:</u> °	Child Welfare In Progress
<u>Completed in:</u>	Fourth day of Week II		Self Study Guides I-VII
		°	Videos on the Child Welfare Act.

D. Orientation To Child Welfare Policy

The previous component of the orientation involved learning about the Child Welfare Act. This section addresses the policies and procedures that establish the context in which the legislation is applied. Included is a review of major child welfare documents such as: Child Welfare in Progress Handbook and Program Manual, and regional and district office child welfare policy documents.

<u>Starts:</u>	Week II	<u>Materials:</u> °	Child Welfare in Progress Handbook
<u>Completed in:</u>	Week IV	°	Child Welfare in Progress Manual
		°	Regional and District Office Policy Documents

E. Orientation To The Casework Process

In this section of the Orientation the new worker is introduced to the case management system used in your district office and then given some first hand experience with the process under the direct guidance and supervision of you or one of your staff. This would include participating in casework processes such as: intake, investigation, and ongoing case planning and follow up.

<u>Starts:</u>	Week II	<u>Materials:</u>	Child Welfare Orientation
<u>Completed in:</u>	Week VI		



III. Orientation Steps

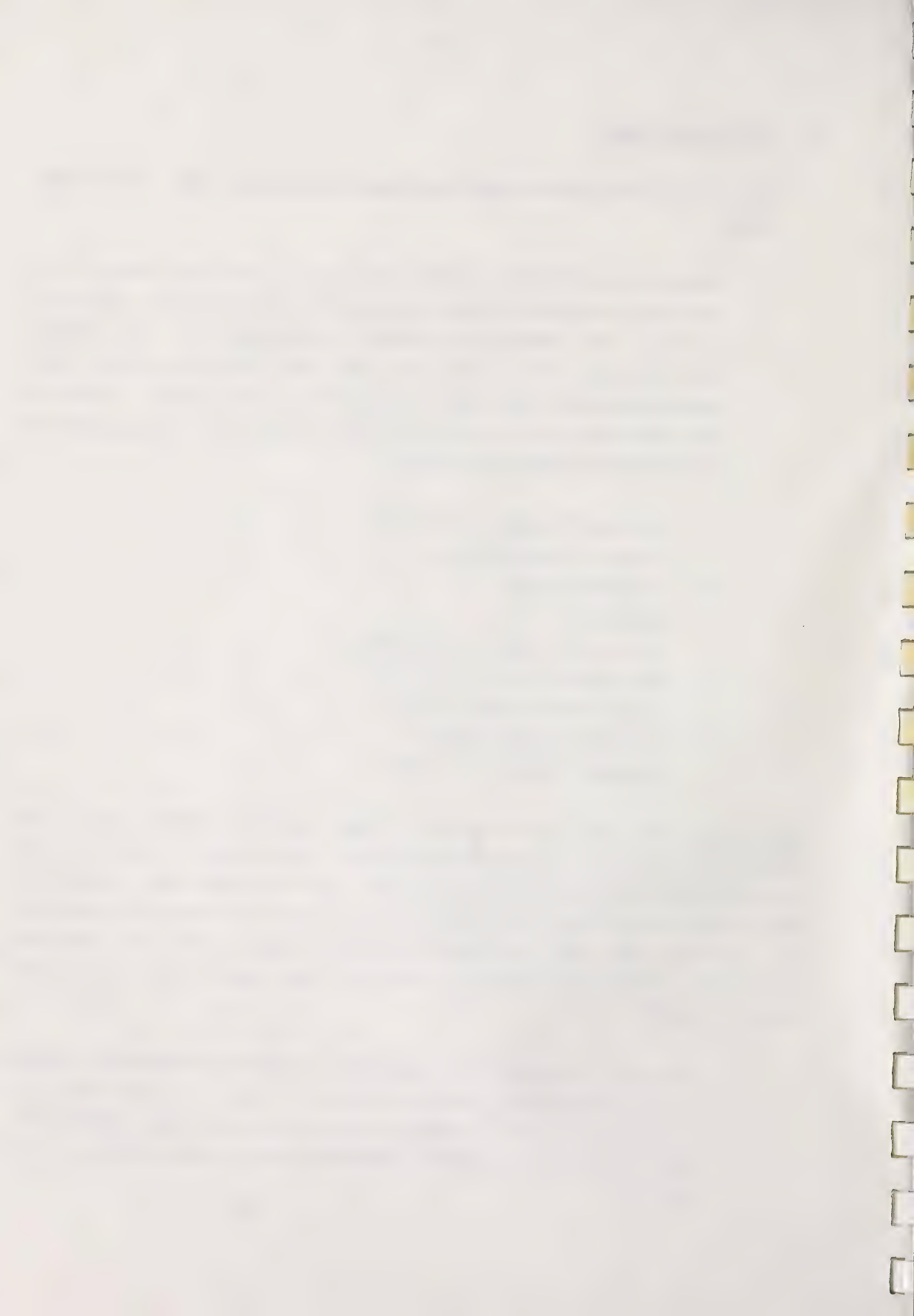
When a new child welfare worker commences employment, please follow these steps:

1. Since the Child Welfare Orientation has a provincial focus, it is difficult to include information specific to a region or a district office. This information, however, is important to a new employee and, bearing this in mind, we have identified some topics that require further input from the supervisor. This entails filling in the blanks and circling the applicable phrases (e.g. "is/is not") on the following pages of the manual:

- ° Regional Managers (p.16 & 17)
- ° access to premises (p.19)
- ° caseload (p.20)
- ° CWIS (p.22)
- ° Crisis Units (p.23, 2nd paragraph)
- ° Duty Worker Kit (p. 24 & 25)
- ° Local Resource Staff (p.33)
- ° Regional resource (p.35)
- ° Casework Process (p. 37-43)

Suggestion: You may find it useful to make yourself a master copy of the information required on the above noted pages. You may wish to lend your copy to a new worker and request that the worker copy the information into his/her copy of the Child Welfare Orientation. Having the worker copy the information will not only save your time but also help the worker learn it. For your convenience, we have enclosed extra copies of these pages, which you may use as your originals.

2. Issue the new worker the Departmental Orientation Manual and inform the worker that the manual is his/hers to keep. It will serve as a guide and information source during his/her six week orientation. It will also be a valuable reference book once the orientation is completed.



3. Advise the worker that during the orientation period he/she will also be issued a number of other documents, including:
 - The Child Welfare Act
 - The seven Informational Guides on the Child Welfare Act and Young Offenders Act
 - Child Welfare in Progress Handbook
 - Child Welfare in Progress Program Manual
 - CWIP Native Child Welfare Practice Policies
 - Regional Policy
 - District Office Policy
 - Delegation of Authority Guidelines
4. Show the worker the Child Welfare Worker ORIENTATION CHECKLIST, and explain that this checklist will serve to ensure that all areas of his/her orientation are covered. Explain that the form will be placed on his/her employee's file at the end of the orientation. It will provide a record of the areas covered in the orientation, should it be needed in the future (i.e. for a new supervisor, or if he/she change positions, etc.)
5. Begin the orientation, following the ORIENTATION CHECKLIST. All items should be either completed (i.e. checked off) or marked N/A ("not applicable") by the end of the worker's first six weeks. When it is complete, it should be signed by you and the worker and put on the worker's employee's file.



IV. CHILD WELFARE ORIENTATION CHECKLIST

This checklist is intended as a guide to supervisors in providing new child welfare workers with essential orientation information. The first column on the left lists the week(s) in which the item should be addressed; the second column lists the items that are the worker's responsibility to do; the third column lists the supervisor's responsibilities (or designate's); the fourth column can be used to plan the start date of each activity and the fifth column to record the actual completion date. Those items that do not apply should be marked as not applicable (N/A). Completed items should be checked off ().

Note that the supervisor should fill in all the blanks in the Orientation Manual Master before it is given to the worker.

When the checklist is completed, it should be dated, signed by the supervisor and worker, and the original placed on the employee's file.

Child Welfare
Orientation Checklist

Employee's Name:

Commencement Date:

Position:

Please complete each of the tasks identified in this checklist. The tasks are sequenced; however, you may wish to vary the order of activities when integrating the orientation process with the demands of your worksite.

<u>PRESENTED IN</u>	<u>ACTION BY</u> <u>WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED</u>	
			<u>START</u> <u>DATE</u>	<u>COMPLETION</u> <u>DATE</u>
Week I	☐ Present the worker with an overview of the orientation process and explain its purpose.		_____	_____
Week I	☐ Have the worker fill in the blanks in his/her Orientation Manual using your master copy.		_____	_____
Week I	☐ Read pages 1 to 35 in the Child Welfare Orientation.		_____	_____

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
Week I	☐ Review the following areas with the worker:			
	- Office of the Children's Guardian		_____	_____
	- Protection Services		_____	_____
	- Family and Community Resources		_____	_____
	- after hours access to the office		_____	_____
	- caseload assignment system		_____	_____
	- CWIS		_____	_____
	- Crisis Unit and Duty Worker system		_____	_____
	- Professional Conduct		_____	_____
	- Resource Material		_____	_____
	- Resource Personnel		_____	_____
Week I - Week VI	☐ Initiate the Casework Process Guide in the Child Welfare Orientation (pgs: 37-43) with the worker. This will not only involve explaining casework procedures but also having the worker first observe and then participant in case activities under supervision.		_____	_____
Week I - Week VI	☐ Complete the Casework		_____	_____

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
	☐ Process Guide following the schedule and tasks assigned by your supervisor.			
Week I - Week VI	☐ Arrange for the new worker to tour key agencies.		_____	_____
Week I	☐ Make arrangement for the new worker to view Videos #1 & 2 on the Child Welfare Act. *Give the worker a set of Informational Guides on the Child Welfare Act (I-VI).		_____	_____

*
Because of the amount of information contained in the videos and Informational guides the worker should only be assigned one guide and the accompanying videos to complete each day.

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
Week I	☐ View Video #1 on the Child Welfare Act.		_____	_____
Week I	☐ View Video #2 on the Child Welfare Act.		_____	_____
Week I	☐ Complete the three Case Studies from Video #2		_____	_____
Week I	☐ Read Infor- mational Guide #1		_____	_____
Week I	☐ Review and discuss the case studies and the legislation presented in the Informational Guide #1.		_____	_____
Week I	☐ Make arrangements for the worker to view Video #3.		_____	_____
Week I	☐ View Video #3 on the Child Welfare Act.		_____	_____

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
Week I	☐ Complete the case study at the end of the video.		_____	_____
Week I	☐ Read Infor- mational Guide #2 and complete the three case studies at the end of the guide.		_____	_____
Week I	☐ Review and discuss the case studies and the legislation presented in Infor- mational Guide #2.		_____	_____
Week II	☐ Read Informational Guide #3		_____	_____
Week II	☐ Review and discuss the content of Informational Guide #3 with the worker.		_____	_____
Week II	☐ Make arrangements for the worker to view video #4.		_____	_____
Week II	☐ View Video #4.		_____	_____

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
Week II	☐ Complete the case study at the end of the video.		_____	_____
Week II	☐ Read Infor- mational Guide #4 and ☐ complete the case study at the end of the guide.		_____	_____
Week II		☐ Review and discuss the case studies and the legislation covered in Infor- mational Guide #4.	_____	_____
Week II	☐ Read Infor- mational Guide #5. ☐ Review and discuss the legislation outlined in Informational Guide #5.		_____	_____
Week II	☐ Read Infor- mational Guide #6. ☐ Review and discuss		_____	_____

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
		with the worker the legislation contained in Informational Guide #6.		
Week II		☐ Provide the worker with a copy of the the <u>Child Welfare In Progress Handbook</u> and assign the worker sections of the manual to review (this reading could be spread over a number of segments spanning a five day period).	_____	_____
Week II	☐ Review sec- tions of the <u>Child Welfare In Progress Handbook</u> as assigned by your supervisor.		_____	_____
Week III		☐ Provide the worker with a copy of the <u>Child Welfare In Progress Program Manual</u> and assign sections to review (the review of this manual could be	_____	_____

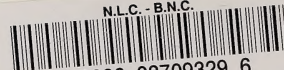
<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
		spread out over a five to eight day timespan).		
Week III	☐ Review sections of the <u>Child Welfare In Progress Program Manual</u> as assigned by your supervisor.		_____	_____
Week IV	☐ Provide the worker with copies of the following: -Regional and District Office policies -Native Child Welfare Practice Guidelines Assign segments to review as appropriate.		_____	_____

<u>PRESENTED IN</u>	<u>ACTION BY WORKER</u>	<u>ACTION BY SUPERVISOR</u>	<u>PLANNED START DATE</u>	<u>COMPLETION DATE</u>
Week IV	☐ Review Regional and District Office policies as assigned by your supervisor.		_____	_____
Week V	☐ Review the Native Child Welfare Practice Policies.		_____	_____
Week V	☐ Discuss the above policy areas with the worker after they are reviewed by him/her.		_____	_____
Week VI	☐ Give the Worker Informational Guide #7 on the Young Offenders Act.		_____	_____
Week VI	☐ Read Inforational Guide #7 on the Young Offenders Act.		_____	_____
Week VI	☐ Discuss the content of Informational Guide #7 with the worker. Identify regional and district office policies in this area.		_____	_____

The original of this form should be completed and signed by the child welfare worker and supervisor at the end of six week orientation period. After the form is completed and signed, place the original on the employee's file. Copies should be retained by the employee and supervisor.

Employee's comments:
.....
.....
.....
Employee's signature: Date:
Supervisor's comments:
.....
.....
.....
Supervisor's signature: Date:

N.L.C. - B.N.C.



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